Robert R. Wittmann, MPH
Director

Telephone: 910-947-3300
Medical Records Fax: 910-947-1663
Administration Fax: 910-947-5837

FOR IMMEDIATE RELEASE   **DATE:** April 24, 2020

CONTACT: Matt Garner
                   Public Information Officer
                   910-947-4512
                   mgarner@moorecountync.gov

Moore County Health Department Releases COVID-19 Frequently Asked Questions (FAQ) Listing

The Moore County Health Department has released a listing of frequently asked questions (FAQ) regarding coronavirus (COVID-19) that is specific to Moore County. The listing includes the most common questions that have been asked of the Health Department to date along with answers for each.

The FAQ listing has been included with this press release and will also be located on the Health Department website at www.moorecountync.gov/health.

The listing of questions will be updated on the Health Department website.

<div align="center">###</div>

<div align="center">

"To Protect and Promote Health through Prevention and Control of Disease and Injury."
http://www.moorecountync.gov/health/

</div>

Environmental Health
Telephone: 910-947-6283
Fax: 910-947-5127

WIC
Telephone: 910-947-3271
Fax: 910-947-2460

Moore County COVID-19 Frequently Asked Questions (FAQs)

Q: Where do I find COVID-19 updates from the Health Department?

A: The Health Department provides real-time updates to the Moore County COVID-19 Dashboard. The dashboard can be found here:
https://moorecounty.maps.arcgis.com/apps/opsdashboard/index.html#/4c11e5bf79b64a6e9c8377d5129cc97c
- *In addition, all updates and news releases are posted to the Health Department website located here:*
  www.moorecountync.gov/health
- *Information is also posted to the Health Department's Facebook (MOCO Health) and Twitter (@mocohealth) feeds.*
- *You can also text **MOCOVID19** to **888777** - to receive local Nixle alerts concerning coronavirus specific information.*

Q: How often are confirmed COVID-19 cases and related deaths reported on the County's COVID-19 dashboard?

A: The dashboard is updated daily as confirmed positive cases and deaths are reported to the Health Department.

Q: What can I do to keep myself and my family safe from coronavirus (COVID-19)?

A: General prevention recommendations are as follows:
- *Wash hands often with soap and water for at least 20 seconds.*
- *If soap and water are not available, use an alcohol-based sanitizer.*
- *Avoid touching your eyes, nose, or mouth with unwashed hands.*
- *Avoid contact with others who are sick.*
- *Cover your mouth and nose with a tissue or sleeve.*

These are the most important things you can do reduce your risk of getting the virus or infecting others:
- *Stay at home, except for essential errands (or if you work for an essential position that requires you to leave your house) or to get exercise.*
- *Maintain at least 6 feet of distance between yourself and others if you leave your house.*
- *Wear a face covering in public, especially if you go somewhere where it is difficult to maintain distance from others, like a grocery store or pharmacy. Face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.*
- *Clean and disinfect frequently used surfaces using regular household cleaning spray or wipes.*
- *Don't send children who are sick to childcare.*

Q: Why is there a discrepancy between COVID-19 statistics listed on the North Carolina Department of Health and Human Services (NCDHHS) website and the Moore County COVID-19 Dashboard?

A: The Moore County Health Department receives positive test notification directly from the testing provider. The State (NCDHHS) receives reportable communicable disease test notification from the State laboratory, other commercial laboratories, as well as local health departments. At this time, not all private laboratories are feeding results into the State surveillance system, leading to discrepancies between the State dashboard and local health departments'

dashboards. The State is aware of this issue and they are in the process of resolving it. Additionally, data received by the State is refined to check for redundancies, which adds a lag period before data is posted to the State site.

Q: Is there a shortage of COVID-19 tests?

A: The North Carolina State Laboratory has had limited capacity for testing. Local Health Departments have recently received federal funding to facilitate testing and surveillance. The Moore County Commissioners approved, April 21, 2020 a contract with a private laboratory to increase capacity for testing.

Q: Will there be further COVID-19 testing at nursing homes in Moore County?

A: 1. The Administrators and Medical Directors of Moore County's long-term care facilities are being offered the opportunity for free testing. If there is a request from an Administrator or Medical Director of a long-term care facility, the Health Department will work with the facility to test all their residents and staff for COVID-19.
2. If a nursing home facility meets the case definition of an outbreak, which is having 2 or more confirmed positive cases, the facility's entire resident and staff populations would be required to be tested.

Q: If I have a relative in a nursing home/long-term care facility with known confirmed positive COVID-19 cases, will I be notified by the Moore County Health Department?

A: It is the responsibility of the facility to notify the resident and their guardians or designated contact persons if there are confirmed positive COVID-19 cases present in the facility.

Q: Do Moore County nursing homes have adequate personal protective equipment (PPE) for staff?

A: It is the responsibility of each nursing home to provide appropriate PPE in accordance with the Governor's Executive Order #131 (April 9, 2020). If the facility is having difficulty acquiring PPE through their regular sources, they may request additional PPE through Moore County Public Safety.

Q: Will zip code data for COVID-19 confirmed positive cases and deaths be shared with the public?

A: The Moore County Health Department has been advised by Jill Moore, Attorney with the UNC School of Government, that zip code information should not be released. Zip codes could potentially be used to identify individuals within a community. Out of consideration of individual privacy this data has not been shared. COVID-19 spread is County-wide. No one community in particular is any more or less susceptible to infection. Further, the identification of a positive case in a community is based on a permanent address not necessarily where they acquired the infection. Regardless of the Moore County communities that individuals either reside in or visit, individuals should follow the recommended control measures to protect themselves and curb the spread of the virus.

Q: Can I be tested for COVID-19?

A: If you feel sick and believe you may have coronavirus (COVID-19), call your doctor or medical provider to assess your condition. For people with mild symptoms who don't need medical care, getting a test will not change what you or your doctor do. Regardless of a positive test result, if you are sick the directive would remain the same – stay home, isolate, and recover. Individuals can then resume normal activity after 7 days have passed since the onset of symptoms AND symptoms have improved including the absence of fever for 72 hours without the use of any fever reducing medications.

Testing is most important for people who are seriously ill, in the hospital, people in high-risk settings like nursing homes or long-term care facilities, and healthcare workers and other first responders who are caring for those with COVID-19. Only those who meet the following criteria should ask their doctor or local health department about being tested for COVID-19:

- *Have fever or lower respiratory symptoms (cough, shortness of breath) and close contact with a confirmed COVID-19 case within the past 14 days*

   OR

- *Have fever and lower respiratory symptoms (cough, shortness of breath) and a negative rapid flu test*

Q: What is the Health Department doing to determine who came in contact with someone who tested positive?

A: To the extent possible, depending on the number of confirmed cases and staff capacity, the Health Department interviews individuals who have tested positive for COVID-19. They are questioned about any recent travel or contact with others. Using that information, staff determine if any individuals meet the CDC definition of a close contact and follow up with them accordingly. The CDC defines a close contact as anyone who has been within 6ft of a confirmed positive individual for 10 minutes or more. However, because there are presumed to be cases in the community that are not confirmed, it is critically important that everyone is staying at home to the extent possible (and especially if they feel sick), maintaining at least 6ft of distance from others, and washing hands regularly for at least 20 seconds.